



Administrative Assistant

Town of Boxborough, MA

Position Purpose

Responsible for providing administrative, clerical, and record keeping support for the department. Serves as office coordinator by assisting the Department Head(s) in maintaining overall departmental functions. Required to handle and view sensitive, protective, and confidential information.

Supervision Scope:

Performs a variety of highly responsible functions in accordance with state statutes and town bylaws requiring the exercise of some judgement and discretion.

Supervision Received:

Works under the administrative direction of the Department Head and/or the Town Administrator within the policies established by the Select Board.

Supervision Given:

Manages own workload and the workload of others on collaborative projects. May coordinate the work of volunteers. Activities include assigning/reviewing work, assisting with orientation for new employees and/or volunteers, and providing performance feedback on volunteers.

Job Environment

Work is performed under typical office conditions.

Distinguishing Characteristics

Work activities require independent action and judgement as department's supervisor is not always available to address issues. Work activities and decisions are varied in nature and require solving commonly encountered problems as well as unusual problems. Department Assistant should be in regular communication with Department Head and/or appropriate Town Board regarding the resolution of unusual cases or questionable matters.

May work as a strategic partner with a Department Head, demonstrating a high level of discretion and confidentiality regarding staff, general public, and other sensitive matters.

May support multiple boards and departments and act as a liaison for executive functions delegated by the Department Head. Has the ability to act with independent judgement.

Understands the Town's relationship with outside agencies in order to assume assigned responsibilities. Handles all matters with a strategic approach, providing proficient customer service to all staff and general public.

Job Title: Administrative Assistant

FLSA: Non-exempt

Date approved by Personnel Board: 2_14_2020, revised 10_20_20

May be called upon to handle a significant number of details which may vary in substance and content requiring incumbent to approach workload with flexibility.

May disseminate authorized information in accordance with applicable laws.

May have responsibility for maintaining confidentiality of litigation documents and collective bargaining/union grievances, labor relations documents, medical information, and other confidential communication between the Department Head and employees and citizens.

May require state certification/authorization necessary for access to and direct use of CORI information.

Errors could result in considerable delay and confusion, have legal and/or monetary repercussions, and could jeopardize Town programs.

Contacts are with employees within and outside the department, as well as with the public and government agencies.

Requires working cooperatively with others and answering the public's questions with courtesy and tact. Often required to explain Department's procedure and services and gain cooperation from the public.

Examples of Work

Screens incoming mail, calls, and visitors, and answers questions or directs them to appropriate Department Head(s), staff member, or staff in another department. Takes messages. Addresses matters that do not require personal attention or action of the Department Head. Assembles information for Department Head or staff member in order to be prepared to respond to inquiries.

Maintains appointment schedule of department staff as requested by Department Head. Coordinates travel and hotel arrangements for department staff.

Independently prepares correspondence, memoranda, forms, reports, agendas, minutes, bid specifications, hearing notices, permits, abatements, lists, bylaws, etc. using word processing, spreadsheets, and presentation software. Proofreads material before finalizing. Copies, scans, faxes, and sends materials.

Sets-up, maintains and manages filing system. Maintains department's confidential records.

Tracks budgets, monitors expenditures against budget, and maintains associated records; compiles financial data for the development of the department's operating and capital budgets. Requires the use of spreadsheets and databases.

Interprets and applies administrative and Town policies, laws and rules.

Responsible for collecting department fees. Prepares documentation for receipts. Coordinates receipts and collections with other Town departments. Maintains financial reports.

Posts agendas and minutes; schedules appointments; makes meeting arrangements; distributes notices; takes and transcribes minutes; performs follow-up activities after meetings.

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Responsible for department payroll including tracking time worked, sick leave, vacation leave, and over-time.

Responsible for department's accounts receivable, e.g. police detail billing, ambulance billing.

Prepares department's accounts payable for processing.

Assists in the preparation of grant applications; compiles information and performs research as needed to respond to grant requirements.

Monitors office supplies and coordinates purchasing within approved spending limits. Prepares requisitions for supplies and equipment.

Coordinates the distribution of request-for-proposals or bids for the department; responds to vendor's inquiries according to purchasing law; opens bids and notifies bidders of the successful bidder.

Liaises with Town's IT consultant on hardware and software issues, troubleshooting as appropriate.

Updates and maintains department/board web pages.

Upon request by the Department Head, has access to and oversees the Department Head's office schedule and other departmental/building calendars.

Drafts formal correspondence on behalf of the Department Head.

Screens calls and correspondence directed to the Department Head and utilizes their judgement and discretion to respond to all such inquiries.

Responds to questions submitted to the Department Head (DH) when DH is absent, requiring the use of judgement and discretion to respond in a responsible and appropriate manner.

Will be assigned special tasks by the Department Head which will include confidential information including but not limited to litigation, collective bargaining, and medical information, etc.

Prepares information and is responsible for the production of the department's submission to the Annual Town Report.

Provides back-up to other department staff.

Performs other position related duties as required.

Recommended Minimum Qualifications

Education, Training and Experience

A minimum of five years in a responsible clerical position. Completion of a standard high school course with business school training highly desirable. Or, any combination of required knowledge, skills and abilities.

Special Requirements: examples

None.

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Knowledge, Ability and Skill:

Knowledge:

Knowledge of office terminology, procedures, and equipment; command of business arithmetic and English. Some knowledge of elementary bookkeeping. Knowledge of document formats.

Ability:

Ability to type at an acceptable speed. Ability to establish and maintain effective working relationships with subordinates, Town officials, and the general public. Ability to communicate effectively in written and oral form. Ability to manage several projects at one time. Ability to maintain complex records and prepare reports from such sources. Ability to get along well with others. Ability to make decisions in accordance with laws, ordinances, regulations, and established policies. Ability to make relatively complex mathematical computations rapidly and accurately.

Skills:

Proficiency in computer applications, including knowledge of spreadsheets, databases, word processing, Internet research and appropriate software applications. Organizational and office management skills. Requires skill in the use of office equipment including personal computer, copier, calculator, facsimile and adding machine. Must have clerical aptitude, good judgement, tact and courtesy.

Physical Requirements:

Frequently required to use hands to handle or feel objects, tools, or controls, and reach with hands and arms. Frequently required to sit, talk, and listen. Specific vision requirements include close vision, distance vision, and the ability to adjust focus. Occasionally carries and/or lifts items, weighing no more than 25 pounds. Requires access to other Town departments.

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the Town as the needs of the Town and requirements of the job change.

Position description received by: _____

Date: _____